



Pandemic Influenza Planning Checklist for City Departments

Should Pandemic Influenza affect the San Antonio/Bexar County Metro Area, City of San Antonio Departments will play a key role in maintaining infrastructure in the community as well as protecting the health and safety of their staff. Each department will have to consider how they would conduct services should they lose 20-40% of their staff due to illness. To assist you, below is a checklist developed from the Department of Health and Human Services (HHS) and Centers for Disease Control and Prevention (CDC) for large businesses. Using this checklist as a guide, each City of San Antonio Department can adapt it to address those concerns unique to that department. The checklist developed for San Antonio Metro Health District is also provided as an example. For more information, see www.sanantonio.gov/health or www.pandemicflu.gov.

1.1 Plan for the impact of a pandemic on your department

- ☐ Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning.
- ☐ Identify essential employees and other critical inputs (e.g. raw materials, suppliers, sub-contractor services/products, and logistics) required to maintain business operations by location and function during a pandemic.
- ☐ Identify key public service areas (e.g., garbage collection) which could be affected.
- ☐ Train and prepare ancillary workforce (e.g. contractors, employees in other job titles/descriptions, retirees).
- ☐ Determine potential impact of a pandemic on business-related domestic and international travel (e.g., quarantines, border closures).

- ☐ Obtain up-to-date pandemic information from SAMHD, COSA Emergency Management, and other sources such as www.pandemicflu.gov.
- ☐ Establish an emergency communications plan and revise periodically. This plan includes identification of key contacts, with back-ups, chain of communications (including suppliers and customers), and processes for tracking and communicating business and employee status.
- ☐ Implement an exercise/drill to test your plan, and revise periodically.

1.2 Plan for the impact of a pandemic on your employees and the public services you provide:

- ☐ Allow for employee absences during a pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school or business closures, public transportation closures.
- ☐ Implement guidelines to modify the frequency and type of face-to-face contact (e.g. handshaking, seating in meetings, office layout, shared workstations) among and between employees and customers (refer to CDC recommendations at www.cdc.gov).
- ☐ Encourage and track annual influenza vaccination for employees.
- ☐ Evaluate employee access to and availability of healthcare services during a pandemic, and improve services as needed.
- ☐ Evaluate employee access to and availability of mental health and social services during a pandemic, including corporate, community, and faith-based resources, and improve services as needed.
- ☐ Identify employees and key customers with special needs, and incorporate the requirements of such persons into your preparedness plan.

1.3 Establish policies to be implemented during a pandemic:

- ☐ Establish policies for employee compensation and sick leave absences unique to a pandemic (e.g. non-punitive, liberal leave), including policies on when a previously ill person is no longer infectious and can return to work after illness.
- ☐ Establish policies for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts).

- ☐ Establish policies for preventing influenza spread at the worksite (e.g. promoting respiratory hygiene/cough etiquette, and prompt exclusion of people with influenza symptoms)
- ☐ Establish policies for employees who have been exposed to pandemic influenza, are suspected to be ill, or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave).
- ☐ Establish policies for restricting travel to affected geographic areas (consider both domestic and international sites), evacuating employees working in or near an affected area when an outbreak begins, and guidance for employees returning from affected areas.
- ☐ Set up authorities, triggers, and procedures for activating and terminating the agency's response plan, altering business operations (e.g. shutting down operations in affected areas), and transferring business knowledge to key employees.

1.4 Allocate resources to protect your employees and clients during a pandemic:

- ☐ Provide sufficient and accessible infection control supplies (e.g. hand hygiene products, tissues and receptacles for their disposal) in all business locations
- ☐ Enhance communications and information technology infrastructures as needed to support employee telecommuting and remote customer access.
- ☐ Ensure availability of medical consultation and advice for emergency response.

1.5 Communicate to and educate your employees:

- ☐ Develop and disseminate programs and materials covering pandemic fundamentals (e.g. signs and symptoms of influenza, modes of transmission), personal and family protection and response strategies (e.g. hand hygiene, coughing/sneezing etiquette, contingency plans).
- ☐ Anticipate employee fear and anxiety, rumors and misinformation and plan communications accordingly.
- ☐ Ensure that communications are culturally and linguistically appropriate.

- ☐ Provide information to employees about your pandemic preparedness and response plan.

Provide information for the at-home care of ill employees and family members (see www.sanantonio.gov/health)

Provide information for accurate information and resources for obtaining vaccines and anti-virals (www.sanantonio.gov/health)

1.6 Coordinate with external organizations and help your community:

- ☐ Collaborate with San Antonio Metro Health District, COSA Emergency Management, and other city agencies to share your pandemic plans and understand their capabilities and plans.
- ☐ Communicate with San Antonio Metro Health District, COSA Emergency Management, and other city agencies about the assets and/or services your department could contribute in a response.
- ☐ Share best practices with other businesses and agencies in the San Antonio/Bexar County area to improve community response efforts.